



Provider Communication

Subject:	Pharmacy Prior Authorization Denial Letters Error	Priority:	High
Date:	February 25, 2010	Message ID:	ACSBNR02252010_2

Dear Pharmacy Provider:

The Georgia Department of Community Health would like to notify prescribers of an SXC system error that occurred which appeared in certain Prior Authorization Denial Letters between the dates of 1/28/10 and 2/3/10. The affected letters, which were faxed or mailed to prescribers, displayed multiple denial reasons that may not have been related to the actual reason for denial of the prior authorized drug.

Revised denial letters with the appropriate denial reason(s) were resent via fax between 02/16/10 and 02/20/10. The SXC Clinical Call Center apologizes for any confusion this may have caused and can be reached at 1-866-525-5827 should there be further questions related to the denial or questions regarding the status of a prior authorized drug.